



Continuation of Substance of Interview including description of the general nature of what was discussed: Examiner contacted Applicant's representative, Thomas Haverstock, regarding negative claim limitations in independent claims 1, 12, and 19; and repetitive information in the IDS dated 6/26/09. Applicant's representative agreed to amendments in claims 1, 12, and 19 that will now disclose, for example "and include non-proprietary remote access server software and non-proprietary remote control system software" (claim 1) and similar amendments to claims 12 and 19.